

Amendments to the Claims

This listing of claims will replace all prior versions, and listing, of claims in the application:

1. (currently amended) A method for communicating with customers, comprising:
obtaining billing information for a customer from a database comprising customer profiles, customer billing information, and non-billing information profiles; ~~wherein the stored customer profiles and non-billing information profiles each comprise an identical set of classifications based on customer traits;~~
~~selecting non-billing information related to the customer from a non-billing information profile according to a set of classifications stored in the non-billing information profile that is identical to a set of classifications stored in a customer profile corresponding to the customer;~~
obtaining non-billing information pertinent to the customer; and
combining the billing information and the non-billing information to create a customized communication, wherein combining the billing information and the non-billing information comprises positioning the non-billing information within said customized communication between a customer identifier located at the beginning of the communication and a billing amount located at the end of the communication; and
conveying said customized communication to the customer.
- 2-3. (canceled)
4. (previously presented) The method of claim 1, further comprising:
prior to obtaining billing information for the customer, creating the database having said customer profiles, customer billing information, and non-billing information profiles;
wherein creating the database comprises:
creating a set of classifications that correlate to customer traits;
assigning applicable classifications from said set of classifications to customers;
recording said applicable classifications in respective customer profiles in said database;
assigning applicable classifications from said set of classifications to selected non-billing information; and

recording said applicable classifications in respective non-billing information profiles in said database.

5-6. (canceled)

7. (original) The method of claim 1, wherein said customized communication comprises a newsletter.

8. (original) The method of claim 1, wherein conveying said customized communication to a customer comprises providing printed material to said customer via a delivery system.

9. (previously presented) The method of claim 7, wherein conveying said customized communication to a customer comprises providing said customized newsletter to said customer electronically.

10. (currently amended) A system for communicating with customers comprising:
computer readable media for combining billing information and non-billing information to create a customized communication[[:]], wherein the non-billing information is located at a position within said customized communication that is between a customer identifier located at the beginning of the communication and a billing amount located at the end of the communication, and

~~a relational database system comprising~~

~~a customer table, wherein said customer table comprises customer information, unique customer identifiers, and classifications assigned to customers,~~

~~a billing information table, wherein said billing information table comprises unique customer identifiers and customer billing information, and has a relationship to said customer table based on said unique customer identifiers,~~

~~a non-billing information table, wherein said non-billing information table comprises non-billing information and classifications assigned to said non-billing~~

~~information, and has a relationship to said customer table based on said classifications,
and~~

~~a report that combines billing information for a customer with non-billing information
that possesses an assigned classification matching an assigned classification of said customer, to
create said customized communication for said customer; and~~

a computer system having a processor and a data store associated therewith, said
computer system being in communication with said computer readable media and said relational
database system.

11. (original) The system of claim 10, wherein said computer system comprises:
a combination of a server connected to a network for communicating with a terminal
connected to said network; and
a terminal connected to said network.

12. (original) The system of claim 10, further comprising a set of classifications
correlated to customer traits.

13. (original) The system of claim 12, wherein applicable classifications are assigned
to customers and said non-billing information.

14. (canceled)

15. (original) The system of claim 13, wherein said computer readable media further
comprises instructions for assigning applicable classifications to customers and said non-billing
information.

16-17. (canceled)

18. (original) The system of claim 10, wherein said customized communication
comprises a newsletter.

19. (previously presented) The system of claim 18, further comprising a printer in communication with said computer system, wherein said printer is capable of printing said customized newsletter.

20. (previously presented) The system of claim 18, wherein said customized newsletter is conveyed to a customer electronically.

21. (new) The method of claim 1, wherein obtaining non-billing information pertinent to the customer comprises selecting non-billing information related to the customer from a non-billing information profile according to a set of classifications stored in the non-billing information profile that is identical to a set of classifications stored in a customer profile corresponding to the customer.

22. (new) The system of claim 10, further comprising:

a relational database system comprising

a customer table, wherein said customer table comprises customer information, unique customer identifiers, and classifications assigned to customers,

a billing information table, wherein said billing information table comprises unique customer identifiers and customer billing information, and has a relationship to said customer table based on said unique customer identifiers,

a non-billing information table, wherein said non-billing information table comprises non-billing information and classifications assigned to said non-billing information, and has a relationship to said customer table based on said classifications, and

a report that combines billing information for a customer with non-billing information that possesses an assigned classification matching an assigned classification of said customer, to create said customized communication for said customer.

23. (new) The method of claim 1, wherein the non-billing information pertinent to the customer comprises news information pertinent to the geographical region in which the customer resides.

24. (new) The system of claim 10, wherein the non-billing information comprises news information pertinent to the geographical region in which the customer resides.